

PAID T.R.A.	
Chk #	711
Amount	25.00
Rcvd By	SC
Date	1/15/02

1 TENNESSEE REGULATORY AUTHORITY
 2 C/O MR. K. DAVID WADDELL
 3 EXECUTIVE SECRETARY
 4 460 JAMES ROBERTSON PARKWAY
 5 NASHVILLE, TN 37243-0505
 6 800-342-8359

REC'D
 REGULATORY
 '02 JAN 15 PM 3:22
 OFFICE OF THE
 EXECUTIVE SECRETARY

In the complaint of:

8 Michael Vanwies, 8504 Horseshoe Bend
 9 Lane, Ooltewah, TN 37363, TEL: 423-
 10 238-9081

Petitioner,

and

Respondent

) Case No.: No.
)
) PETITION TO PERMANENTLY REVOKE
) CERTIFICATE OF PUBLIC NECESSITY TO
) OPERATE A TELECOMMUNICATIONS COMPANY
) & RELATED SERVICES FOR CENTURYTEL OF
) OOLTEWAH-COLLEGEDALE, INC. DBA
) CENTURYTEL CORPORATION, INC., LLC, 100
) CENTURYTEL DRIVE, MONROE, LA 71203,
) 318-388-9000
)
)
)

Dated this 13th day of January, 2002

M Vanwies

Michael Van Wies
8504 Horseshoe Bend Lane
Ooltewah, TN 37363-5627
Bus: 423-715-1800
Res: 423-238-9081
Fax: 423-238-9088

January 13, 2002

Mr. K. David Waddell
Executive Secretary
Tennessee Regulatory Authority
460 James Robertson Parkway
Nashville, TN 37243-0505
800-342-8359

Dear Mr. Waddell:

As per our recent conversation last week, I am enclosing a check for \$25, made out to the Tennessee Regulatory Authority, for filing a complaint and having a docket number assigned to my petition.

In this complaint you may find some technical statements which we may have to clarify for you regarding CenturyTel, Inc.

Here are some of the many items, which affect the service area of the City of Chattanooga, Ooltewah, City of Collegedale, and Apison. As you and the commission are probably aware, as of January 1, 2002, some significant changes took place in our community. Per some state laws regarding the annexation due to the 20-year growth plans for the cities and counties, our unincorporated town of Ooltewah now has two telecommunications companies, some 78% served by BellSouth Telecommunications, and some 22% served by CenturyTel.

Many of the businesses and the next wave of properties to be annexed after the five-year moratorium are the residential properties, of which my subdivision and many others are part. We will be put into the fold of and placed on the tax rolls of the City of Chattanooga, to the best of my knowledge, based on the current information supplied to the community. CenturyTel forgets that as a result of the last census and annexation, they do not get federal protection by losing their rural status.

The attitude of customers in the mentioned areas, is that they want CenturyTel to divest itself of the areas involved in the annexation to be served by BellSouth. We are tired of dealing with a company that does not want to do business here anymore. We have spoken with their executive, engineering, sales, regulatory, legal and marketing folks over the last two years to fix the problems, which affect the quality of life, and the aiding of the disabled in our community. The result is always the same-go take a walk, we have the monopoly here and that's the way it will be. So as a result of their attitude we hope that these grievances can get them to move on, and maybe they will learn a lesson, in business ethics.

Please be advised that after inquiring with the 26 or so telecommunications companies, that provide service, here in Tennessee, all have stated that whether or not they use any of the following switches, all pay-per-use features are available. Switches include Stromberg, Lucent 5-ESS, or Nortel DMS-100. CenturyTel has a Nortel DMS-100 here in Ooltewah, and we contacted Nortel, and asked the following. "If we were a telecommunications provider, do we get the same licensed software including features, as the RBOC'S, Sprint or GTE?" The reply was yes. Therefore we find that CenturyTel does not want its customers to have access to all goods and services.

Please examine the following grievances, which are given in detail:

- You can not get access to repeat dialing feature by dialing *66 or 1166, on a pay-per-use basis, even if you are physically challenged, disabled, sick, injured, or elderly. You have to buy the feature for \$7/month, plus taxes and fees, then you can have all of the *66 or 1166 you want.
- You can not get access to the call return feature, (the number that called you) by dialing *69 or 1169, on a pay-per-use basis, even if you are physically challenged, disabled, sick, injured or elderly. You have to buy the feature for \$7/month, taxes and fees, and you can have all of the *69 or 1169 you want.
- If you have Caller-ID, with name and number, you pay \$7/month for the feature, but you can not get anonymous call rejection activation by dialing *77 or 1177, or to deactivate anonymous call rejection, by dialing *87 or 1187. Some consumers, who buy Caller-ID, want the anonymous call rejection feature, and CenturyTel refuses to activate it in the switch.

All of the above items are already paid for in the licensed software that CenturyTel pays Nortel for, and would take a few keystrokes to turn them on. These requests are "Quality of Life Issues" that the community would like addressed.

- If you have CenturyTel's version of a wire maintenance plan called Wire Watch you pay approximately \$3.99/month plus tax and fees. The plan used to cost \$0.99 and went up not too long ago. However the consumer will get hit with a "Truck Roll Service Fee". If you are physically challenged disabled, sick, injured, or elderly, and you have a modem, cordless phone, fax machine, alarm system, or medical device plugged into the telephone network in your home, CenturyTel will not sell you a maintenance plan in addition to it's Wire Watch for an additional fee. All of the other companies we spoke with said they have several maintenance plans, some of which carry a higher monthly fee to cover such an event. To me that is outright discrimination against our community, and is also a "Quality of Life Issue".
- Billing is another topic we need to focus on. Enclosed you will see copies of several of my CenturyTel bills, some of which are Single-Line bills, and some have two lines on one bill, (combined billing). The bills are confusing and with little detail. We called the CenturyTel Residence Service Center, and inquired about the details and was told, "Think of it like this. If I was Ford and you wanted a Model-T, you can have it in any color you want. However it only comes in black". All of our bills are generic. I asked about the increase in the FCC Line Charge, which went from \$3.50/month to \$5.00/month as of January 2002, and was told "you get what you pay for".
- Enclosed you will find a copy of one of my BellSouth bills, which is a Foreign Exchange Line. As you can see it is plainly detailed to the Penney. Not too confusing, plain as day. Also the reason for getting the FX Line in a residence, is that CenturyTel does not have enough trunks. Certain times of the day and on weekends you can't even complete calls into City of Chattanooga Tandem. So we bear an additional expense, and let CenturyTel control my family's local and long distance calling pattern. So now we by-pass their local DMS-100 switch, and get BellSouth dial tone in my home. We call when and where we want to without interference.
- Consumer Fraud is another sticking point. CenturyTel sells a DSL product for approximately \$49.95/month plus taxes and fees. Download speeds are said to be up to 512-kilobits per second, and upload speeds are up to 256-kilobits per second. The general consensus, here in Tennessee, is that for \$49.95/month you get 1.5-megabits per second download, and upload speed up to 256-kilobits per second, which is the normal industry standard. You get three times the speed for the same price.

- The reason that CenturyTel is "Capping Data Speed" is that it costs too much to transport and provision the loop, per their Engineering and Marketing groups. We inquired when they will fix the disparity and be like everyone else? They replied that they need to study how much more they will have to charge the customer in order to cover their expenses of paying the long distance providers to back haul the traffic to and from Louisiana and Arkansas where their mainframes are located. Then they will think of giving their DSL customers the full bandwidth of 1.5-megabits on the download side of the product. Until then you can use it the way it is or go somewhere else. We are lucky here to have Comcast Cable modem service, the same price for at least 6-times the speed of what CenturyTel is offering, without problems. We also have SONET type of Route Diversity, of which CenturyTel does not have.
- SONET Ring/Route Diversification: Security issue in the community. Sometime during 1997 or so, some criminals held-up and robbed a convenience store on old US-11, and Apison Pike. The criminals cut a riser cable going up a pole next to the gas station, and thought it was the telephone service to the store. What they did was knock out the only route into the Ooltewah-Collegedale Central Office. It was a fiber cable, and as told by residents, service was out for up to 10-days. The Hamilton County Sheriff set-up a radio relay station in the CO, so emergency and fire rescue calls were processed. All cellular service providers were out, since their T-1 circuits were out, as well as all traffic into the Chattanooga City Tandem. Finally CenturyTel called in BellSouth to fix the break. It seems the contractors that CenturyTel hires are real top-notch experts on doing restoration work. But you get what you pay for.

This New Years Eve a few minutes before midnight, a party reveler fired a weapon into the air and cut the Comcast Cable fiber feed to about 56,000 subscribers. Since Comcast Cable had a Sonet Ring/Route Diversity Network in place, all video and Internet data traffic was restored quickly. This week we spoke to CenturyTel's engineering groups and asked them about route diversity, and the answer was still the same. "We are still looking at the issue, however the FCC does not require it at this time, and when they do we will comply". You would think that after the tragic events on September 11, 2001 we all saw how quickly service was restored in New York and Washington, DC at the Pentagon, and how fast circuits were established in Rural Pennsylvania for the authorities and rescue workers. The engineering staff at CenturyTel knows that BellSouth has a route less than 2,000 feet from their CO, and will not even look at the safety issue for their customers.

It boils down to this. Everywhere that CenturyTel runs a service area, they nickel and dime their business and residential customers to death. Cutting corners for the sake of the stockholder at the customers' expense is playing with peoples' lives businesses, schools, medical offices, etc. CenturyTel is giving a visible signal that they do not want to provide telecommunications services here in our area anymore. We invite them to formulate a business plan, and let BellSouth or another Provider, perhaps Sprint local, to come in here and serve the now bustling cities of Chattanooga, Collegedale, and the towns of Ooltewah, and Apison.

Yours truly,



Michael Van Wies



Telephone
Bill Detail
Comparison

PAGE 1 - CTE
ACCOUNT NUMBER 423-238-9081
BILLING DATE 07/01/01

PREVIOUS BALANCE	PAYMENTS	AMOUNT	CURRENT CHARGES	PAST DUE AFTER
35.85	35.85CR	.00	35.85	07/25/01
SUMMARY OF PREVIOUS BILLING				AMOUNT DUE
PREVIOUS BALANCE			35.85	35.85
PAYMENT RECEIVED ON JUN 20 - THANK YOU			35.85CR	
PAST DUE AMOUNT			.00	
SUMMARY OF CURRENT CHARGES				
CenturyTel CHARGES			35.85	
TOTAL CURRENT CHARGES			35.85	
TOTAL AMOUNT DUE				35.85

CenturyTel of Ooltewah-Collegedale, Inc. DBA CenturyTel
The Due Date On This Bill Applies To Current Charges Only

Toll Free Customer
Service Numbers:

Residential Service 1-800-225-2594
Business Service 1-800-225-2587
Repair Service 1-800-824-2877
TDD Service 1-800-225-2004
Payment Arrangements 1-888-646-0004

For Questions Regarding Long Distance Calls 1-800-251-6046

For complete billing detail, please review both front and back of each page.

PLEASE FOLD, TEAR HERE AND RETURN THIS PORTION WITH YOUR PAYMENT

PLEASE REMIT PAYMENT TO:

CenturyTel
P.O. BOX 6000
MARION, LA 71260-6000

10003760 1 AV 0.255 15

MICHAEL VAN WIES
8504 HORSESHOE BEND LN
OOLTEWAH TN 37363-5627

BILLING DATE 07/01/01
ACCOUNT NUMBER 423-238-9081
TOTAL CHARGES DUE BY 07/25/01
TOTAL AMOUNT DUE 35.85
AMOUNT ENCLOSED \$.....

0142323890810300000000000000119423238070101000000358596

Prior to August 1, 2001, Local Exchange Carriers were able to recover their costs of the universal service contribution fee from access charges to long distance carriers. A Federal Communication Commission (FCC) order released June 14, 2001, changed the recovery method to billing end users (customers) only. Therefore, beginning August 1, 2001, CenturyTel customers will see a Federal Universal Service Charge (FUSC) on their bill. If you have any questions or need additional information regarding this charge, please call your CenturyTel Customer Contact Center at the number found on the front of this bill.





MONTHLY SERVICE DETAIL

LOCAL SERVICE IN ADVANCE FROM JUL 01 TO AUG 01	28.28	
SUBSCRIBER LINE CHARGE - INTER	3.50	
MONTHLY SERVICE AMOUNT FOR 423-238-9081	31.78	
TOTAL MONTHLY SERVICE AMOUNT		31.78
FEDERAL TAX	.95	
STATE TAX	1.91	
COUNTY SALES TAX	.56	
911 SERVICE SURCHARGE	.65	
TOTAL OF TAXES		4.07
TOTAL CenturyTel		35.85

LINE NUMBER	INTRALATA	INTERLATA
423-238-9081	CARRIER CODE	CARRIER CODE
	0333	0333
0333 - U.S. SPRINT		1-800-877-4646

TYPE:

- | | | |
|-------------------------|------------------------|--------------------|
| A-DIRECT DIAL | B-CALLING CARD | C-COLLECT |
| T-THIRD NUMBER | O-OPERATOR HANDLED | P-PERSON TO PERSON |
| M-MULTIPLE RATE PERIODS | G-DIRECTORY ASSISTANCE | R-REBILL |

CENTURYTEL





PAGE 1 - CTE
 ACCOUNT NUMBER 423-238-3459
 BILLING DATE 07/01/01

PREVIOUS BALANCE	PAYMENTS	CREDITS/ADJS	PAST DUE AMOUNT	CURRENT CHARGES	PAST DUE AFTER
21.53	21.53CR	.00	.00	21.53	07/25/01
SUMMARY OF PREVIOUS BILLING PREVIOUS BALANCE 21.53 PAYMENT RECEIVED ON JUN 20 - THANK YOU 21.53CR PAST DUE AMOUNT .00					AMOUNT DUE 21.53
SUMMARY OF CURRENT CHARGES CenturyTel CHARGES 21.53 TOTAL CURRENT CHARGES 21.53					
TOTAL AMOUNT DUE					21.53

CenturyTel of Ooltewah-Collegedale, Inc. DBA CenturyTel
 The Due Date On This Bill Applies To Current Charges Only

Toll Free Customer Service Numbers:
 Residential Service 1-800-225-2594
 Business Service 1-800-225-2587
 Repair Service 1-800-824-2877
 TDD Service 1-800-225-2004
 Payment Arrangements 1-888-646-0004
 For Questions Regarding Long Distance Calls 1-800-251-6046

For complete billing detail, please review both front and back of each page.

PLEASE FOLD, TEAR HERE AND RETURN THIS PORTION WITH YOUR PAYMENT

PLEASE REMIT PAYMENT TO:

CenturyTel
 P.O. BOX 6000
 MARION, LA 71260-6000



10002146 1 AV 0.255 9
 MICHAEL VAN WIES
 8504 HORSESHOE BEND LN
 OOLTEWAH TN 37363-5627

BILLING DATE	07/01/01
ACCOUNT NUMBER	423-238-3459
TOTAL CHARGES DUE BY	07/25/01
TOTAL AMOUNT DUE	21.53
AMOUNT ENCLOSED	\$.....

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Prior to August 1, 2001, Local Exchange Carriers were able to recover their costs of the universal service contribution fee from access charges to long distance carriers. A Federal Communication Commission (FCC) order released June 14, 2001, changed the recovery method to billing end users (customers) only. Therefore, beginning August 1, 2001, CenturyTel customers will see a Federal Universal Service Charge (FUSC) on their bill. If you have any questions or need additional information regarding this charge, please call your CenturyTel Customer Contact Center at the number found on the front of this bill.



MONTHLY SERVICE DETAIL

LOCAL SERVICE IN ADVANCE FROM JUL 01 TO AUG 01	15.35	
SUBSCRIBER LINE CHARGE - INTER	3.50	
MONTHLY SERVICE AMOUNT FOR 423-238-3459	18.85	
TOTAL MONTHLY SERVICE AMOUNT		18.85
FEDERAL TAX	.57	
STATE TAX	1.13	
COUNTY SALES TAX	.33	
911 SERVICE SURCHARGE	.65	
TOTAL OF TAXES		2.68
TOTAL CenturyTel		21.53

LINE NUMBER	INTRALATA	INTERLATA
423-238-3459	CARRIER CODE	CARRIER CODE
	0333	0333
0333 - U.S. SPRINT		1-800-877-4646

TYPE:

- | | | |
|-------------------------|------------------------|--------------------|
| A-DIRECT DIAL | B-CALLING CARD | C-COLLECT |
| T-THIRD NUMBER | O-OPERATOR HANDLED | P-PERSON TO PERSON |
| M-MULTIPLE RATE PERIODS | G-DIRECTORY ASSISTANCE | R-REBILL |

CENTURYTEL





PAGE 1 - CTE
 ACCOUNT NUMBER 423-238-9081
 BILLING DATE 09/01/01

PREVIOUS BALANCE	PAYMENTS	CREDITS/ADJS	PAST DUE AMOUNT	CURRENT CHARGES	PAST DUE AFTER
36.19	36.19CR	.00	.00	36.19	09/24/01
SUMMARY OF PREVIOUS BILLING					AMOUNT DUE
PREVIOUS BALANCE				36.19	36.19
PAYMENT RECEIVED ON AUG 22 - THANK YOU				36.19CR	
PAST DUE AMOUNT				.00	
SUMMARY OF CURRENT CHARGES					
CenturyTel CHARGES				36.19	
TOTAL CURRENT CHARGES				36.19	
TOTAL AMOUNT DUE					36.19

CenturyTel of Ooltewah-Collegedale, Inc. DBA CenturyTel
 The Due Date On This Bill Applies To Current Charges Only

Toll Free Customer Service Numbers:
 Residential Service 1-800-225-2594
 Business Service 1-800-225-2587
 Repair Service 1-800-824-2877
 TDD Service 1-800-225-2004
 Payment Arrangements 1-888-646-0004
 1-800-251-6046

For Questions Regarding Long Distance Calls

For complete billing detail, please review both front and back of each page.

PLEASE FOLD, TEAR HERE AND RETURN THIS PORTION WITH YOUR PAYMENT

PLEASE REMIT PAYMENT TO:

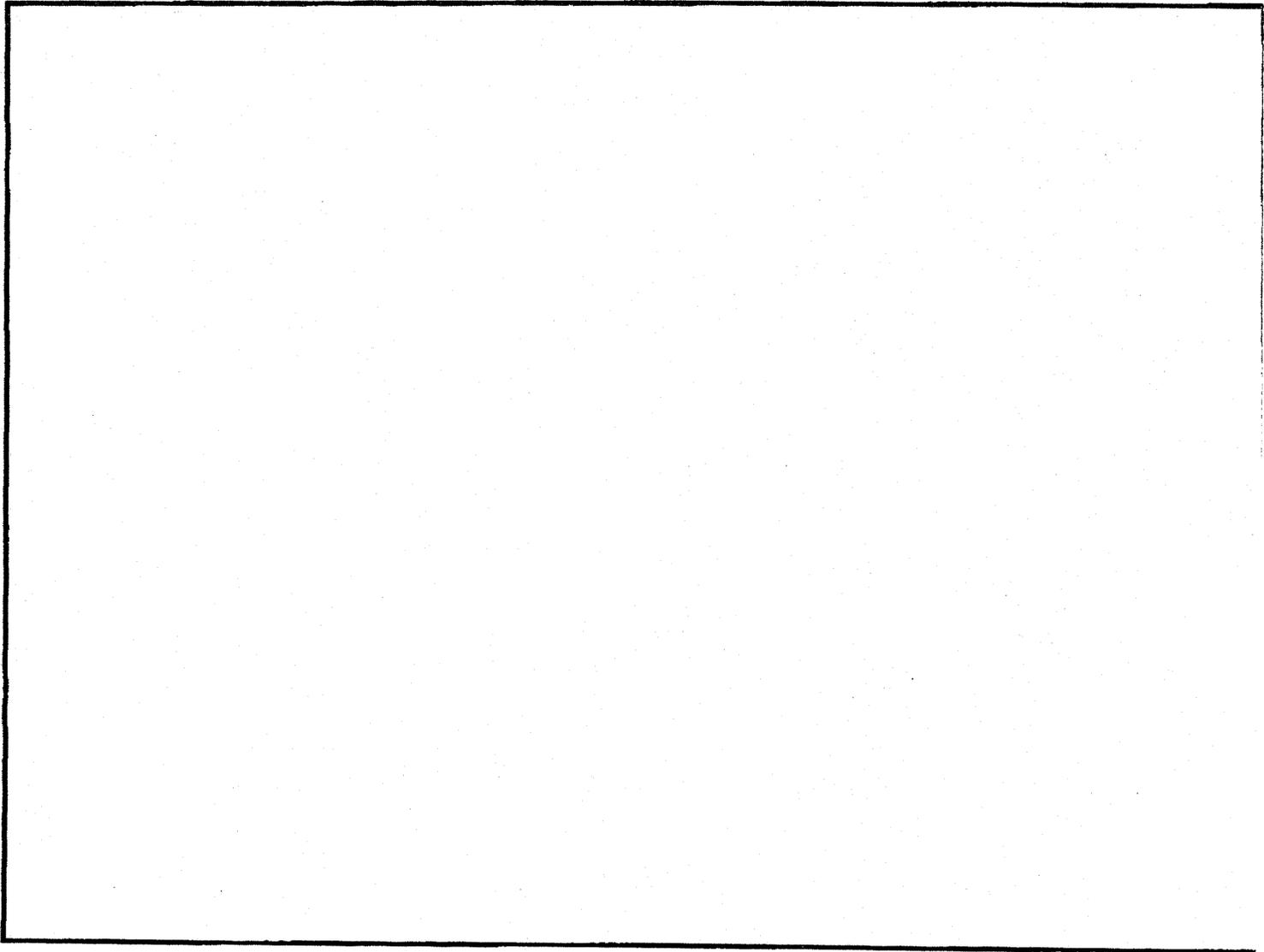
CenturyTel
 P.O. BOX 6000
 MARION, LA 71260-6000

10004401 1 AV 0.255 16

MICHAEL VAN WIES
 8504 HORSESHOE BEND LN
 OOLTEWAH TN 37363-5627

BILLING DATE 09/01/01
 ACCOUNT NUMBER 423-238-9081
 TOTAL CHARGES DUE BY 09/24/01
 TOTAL AMOUNT DUE 36.19
 AMOUNT ENCLOSED \$

014232389081030000000000000119423238090101000000361962



MONTHLY SERVICE DETAIL

LOCAL SERVICE IN ADVANCE FROM SEP 01 TO OCT 01	28.62	
SUBSCRIBER LINE CHARGE - INTER	3.50	
MONTHLY SERVICE AMOUNT FOR 423-238-9081	32.12	
TOTAL MONTHLY SERVICE AMOUNT		32.12
FEDERAL TAX	.95	
STATE TAX	1.91	
COUNTY SALES TAX	.56	
911 SERVICE SURCHARGE	.65	
TOTAL OF TAXES		4.07
TOTAL CenturyTel		36.19

LINE NUMBER	INTRALATA	INTERLATA
423-238-9081	CARRIER CODE	CARRIER CODE
	0333	0333
0333 - U.S. SPRINT		1-800-877-4646

TYPE:

A-DIRECT DIAL

T-THIRD NUMBER

M-MULTIPLE RATE PERIODS

B-CALLING CARD

O-OPERATOR HANDLED

G-DIRECTORY ASSISTANCE

C-COLLECT

P-PERSON TO PERSON

R-REBILL

CENTURYTEL





PAGE 1 - CTE
 ACCOUNT NUMBER 423-238-3459
 BILLING DATE 09/01/01

PREVIOUS BALANCE	PAYMENTS	CREDITS/ADJS	PAST DUE AMOUNT	CURRENT CHARGES	PAST DUE AFTER
17.51	17.57CR	.00	.06CR	19.65	09/24/01
SUMMARY OF PREVIOUS BILLING					AMOUNT DUE
PREVIOUS BALANCE					17.51
PAYMENT RECEIVED ON AUG 22 - THANK YOU					17.57CR
PAST DUE AMOUNT					.06CR
SUMMARY OF CURRENT CHARGES					
CenturyTel CHARGES					19.65
TOTAL CURRENT CHARGES					19.65
TOTAL AMOUNT DUE					19.59

CenturyTel of Ooltewah-Collegedale, Inc. DBA CenturyTel
 The Due Date On This Bill Applies To Current Charges Only

Toll Free Customer Service Numbers:
 Residential Service 1-800-225-2594
 Business Service 1-800-225-2587
 Repair Service 1-800-824-2877
 TDD Service 1-800-225-2004
 Payment Arrangements 1-888-646-0004
 For Questions Regarding Long Distance Calls 1-800-251-6046

For complete billing detail, please review both front and back of each page.

PLEASE FOLD, TEAR HERE AND RETURN THIS PORTION WITH YOUR PAYMENT

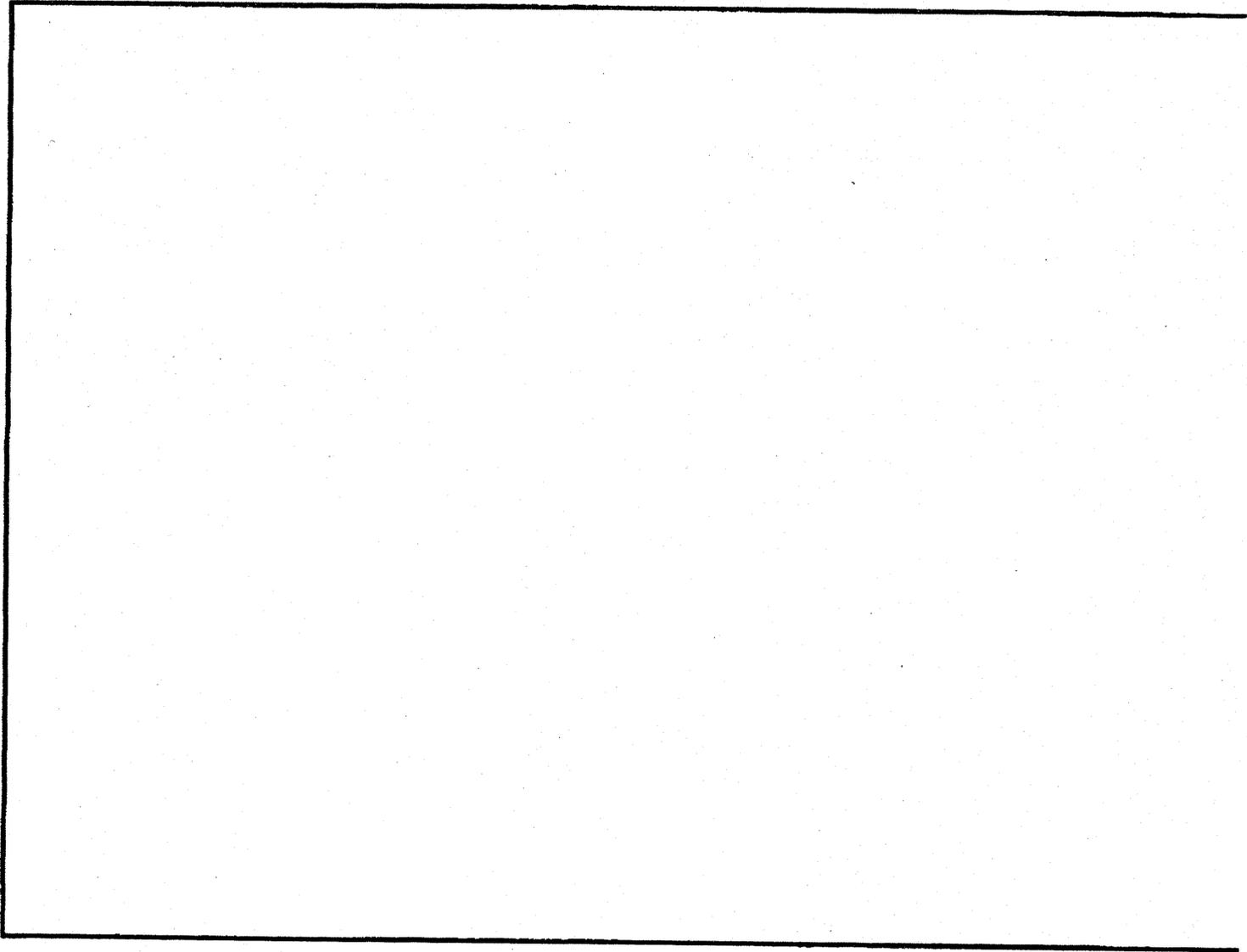
PLEASE REMIT PAYMENT TO:

CenturyTel
 P.O. BOX 6000
 MARION, LA 71260-6000

10002187 1 AV 0.255 8
 MICHAEL VAN WIES
 8504 HORSESHOE BEND LN
 OOLTEWAH TN 37363-5627

BILLING DATE 09/01/01
 ACCOUNT NUMBER 423-238-3459
 TOTAL CHARGES DUE BY 09/24/01
 TOTAL AMOUNT DUE 19.59
 AMOUNT ENCLOSED \$

014232383459090000000000000119423238090101000000195985



MONTHLY SERVICE DETAIL

LOCAL SERVICE IN ADVANCE FROM SEP 01 TO OCT 01	13.69	
SUBSCRIBER LINE CHARGE - INTER	3.50	
MONTHLY SERVICE AMOUNT FOR 423-238-3459	17.19	
TOTAL MONTHLY SERVICE AMOUNT		17.19
FEDERAL TAX	.51	
STATE TAX	1.01	
COUNTY SALES TAX	.29	
911 SERVICE SURCHARGE	.65	
TOTAL OF TAXES		2.46
TOTAL CenturyTel		19.65

LINE NUMBER	INTRALATA	INTERLATA
423-238-3459	CARRIER CODE	CARRIER CODE
	0333	0333
0333 - U.S. SPRINT		1-800-877-4646

TYPE:

A-DIRECT DIAL
T-THIRD NUMBER
M-MULTIPLE RATE PERIODS

B-CALLING CARD
O-OPERATOR HANDLED
G-DIRECTORY ASSISTANCE

C-COLLECT
P-PERSON TO PERSON
R-REBILL

CENTURYTEL





PAGE 1 - CTE
 ACCOUNT NUMBER 423-238-9081
 BILLING DATE 12/01/01

PREVIOUS BALANCE	PAYMENTS	CREDITS/ADJS	PAST DUE AMOUNT	CURRENT CHARGES	PAST DUE AFTER
56.75	56.75CR	.00	.00	55.91	12/22/01
SUMMARY OF PREVIOUS BILLING					AMOUNT DUE
PREVIOUS BALANCE					56.75
PAYMENT RECEIVED ON NOV 26 - THANK YOU					56.75CR
PAST DUE AMOUNT					.00
SUMMARY OF CURRENT CHARGES					
CenturyTel CHARGES					55.91
TOTAL CURRENT CHARGES					55.91
TOTAL AMOUNT DUE					55.91

CenturyTel of Ooltewah-Collegedale, Inc. DBA CenturyTel
 The Due Date On This Bill Applies To Current Charges Only

Toll Free Customer
 Service Numbers:

Residential Service 1-800-225-2594
 Business Service 1-800-225-2587
 Repair Service 1-800-824-2877
 TDD Service 1-800-225-2004
 Payment Arrangements 1-888-646-0004

For complete billing detail, please review both front and back of each page.

PLEASE FOLD, TEAR HERE AND RETURN THIS PORTION WITH YOUR PAYMENT

PLEASE REMIT PAYMENT TO:

CenturyTel
 P.O. BOX 6000
 MARION, LA 71260-6000

10003651 1 AV 0.255 14

MICHAEL VAN WIES
 8504 HORSESHOE BEND LN
 OOLTEWAH TN 37363-5627



BILLING DATE	12/01/01
ACCOUNT NUMBER	423-238-9081
TOTAL CHARGES DUE BY	12/22/01
TOTAL AMOUNT DUE	55.91
AMOUNT ENCLOSED \$

0142323890810300000000000000119423238120101000000559145

Local telephone companies recover some of the costs of telephone lines connected to your home or business through a monthly charge on your telephone bill. This charge is usually referred to as the Subscriber Line Charge (SLC) or End User Common Line Charge (EUCL). On November 8, 2001, the Federal Communications Commission (FCC) issued an order (FCC 01-304) that increases the amount you pay for this line charge. Effective January 1, 2002, residential line charges and single-line business line charges will be increased to a maximum of \$5.00 per line. Multi-line Business charges will be increased to a maximum of \$9.20 per line. If you have any questions or need additional information, please call your CenturyTel Customer Contact Center at the number located on the front of this bill.





MONTHLY SERVICE DETAIL

LOCAL SERVICE IN ADVANCE FROM DEC 01 TO JAN 01	42.31	
SUBSCRIBER LINE CHARGE - INTER	7.00	
MONTHLY SERVICE AMOUNT FOR 423-238-9081	49.31	
TOTAL MONTHLY SERVICE AMOUNT		49.31

FEDERAL TAX	1.48	
STATE TAX	2.96	
COUNTY SALES TAX	.86	
911 SERVICE SURCHARGE	1.30	
TOTAL OF TAXES		6.60

TOTAL CenturyTel **55.91**

LINE NUMBER	INTRALATA CARRIER CODE	INTERLATA CARRIER CODE
423-238-3459	0333	0333
423-238-9081	0333	0333
0333 - U.S. SPRINT		1-800-877-4646

TYPE:

A-DIRECT DIAL	B-CALLING CARD	C-COLLECT
T-THIRD NUMBER	O-OPERATOR HANDLED	P-PERSON TO PERSON
M-MULTIPLE RATE PERIODS	G-DIRECTORY ASSISTANCE	R-REBILL



CORRESPONDENCE

Correspondence included with your payment takes longer to reach our Service Centers. For a faster response, please call us at the number shown in the "BellSouth Helpful Numbers" section of this bill.

WHEN TO PAY YOUR BILL

Your payment is due when you receive your bill. If we do not receive payment for your local and long distance charges by the "Due Before" date, your account will become past due. If we disconnect your service for non-payment, you must pay the past due amount and a charge to reconnect your service. You may also be required to pay a deposit.

HOW TO PAY YOUR BILL

You can mail your payment or pay at one of our Authorized Payment Agencies. You may also use our Automatic Funds Transfer Plan.

When mailing your payment, write the amount paid in the box on the remittance stub. Also, write your area code and telephone number on your check. Place your check and remittance stub in the return envelope or a standard envelope and mail it to the location below:

BellSouth
85 Annex
Atlanta, GA 30385-0001

TAX CODES FOR CALLS

A - Federal Only	H - Federal, State and Local	K - Federal and Local
B - Federal and State	I - State and Local	
G - State Only	J - Local Only	

RATE CODES FOR CALLS

D - Day	R* - Standard	C - Calling Card	X - Conference
E - Evening	T - Discount	S - Station	F - Call Forward
N - Night/Weekend	Y* - Economy	P - Person	M - Multiple Rate Periods

*Overseas only

ADDITIONAL INFORMATION

Additional information regarding your telephone service can be found in the Front Pages of your telephone directory.

MICHAEL VANWIES
 Account Number: 423 756-8576 502 1866
 Bill Period Date: Apr 11, 2001

Helpful Numbers

BellSouth Telecommunications, Inc. (BST)

NOTE: Numbers for other companies are listed on their bill pages.

RightTouch® Service	557-7777
A quick, convenient, automated, 24 hour customer service. (See "Messages" section for details.)	
Please protect your RightTouch® Personal Access Code (PAC): 9715	
Billing Questions or to Place an Order:	
If calling from within the Tennessee BellSouth service area	557-6500
If calling from outside Tennessee or outside the Tennessee BellSouth service area	1 800 753-0223
Repair:	
If calling from within the Tennessee BellSouth service area	557-6111

Internet: www.bellsouth.com

Detailed Statement of Charges

	<u>Quantity</u>	<u>Amount</u>
Monthly Service Charges		
Monthly Service - Apr 11 thru May 10		
<i>Services</i>		
1. Three-Way Calling	1 ...	4.50
2. Call Forwarding	1 ...	4.00
3. Call Waiting	1 ...	3.00
4. Federal Universal Service Charge	140
5. FCC Local Number Portability Line Charge - Line	135
6. Listing-Not in Directory or Directory Assistance	1 ...	3.50
7. Touch-Tone	175
8. Residential Line	1 ...	11.85
9. Mileage-Foreign Exchange service, distance sensitive	1 ...	87.00
10. Mileage-Foreign Exchange service, distance sensitive	14 ...	20.30
11. FCC Charge for Network Access	1 ...	4.35
Total Monthly Service Charges		<u>140.00</u>

Visit us on the Internet: www.bellsouth.com
 AT E049561 (continued on back) ▶

MICHAEL VANWIES

Account Number: 423 756-8576 502 1866

Bill Period Date: Apr 11, 2001

Detailed Statement of Charges

Other Charges and Credits

Amount

Work Completed On Apr 5, 2001
756-8576

Partial month's charge for service added (04/06/01 - 04/10/01)

12. Three-Way Calling (\$4.50/mo)75

13. Call Forwarding (\$4.00/mo)67

14. Call Waiting (\$3.00/mo)50

Total Other Charges and Credits 1.92

Taxes

Amount

15. Federal Tax 1.04

16. State/Local Tax 2.83

Total Taxes 3.87

Total BellSouth Current Charges 145.79

Messages

BellSouth is making your life simpler!

BellSouth® RightTouch® service, our automated, 24-hour customer service system, is an easy way to do business with us. Use any touch-tone phone to confirm receipt of your last payment, make bill payments, order services like Call Waiting and Caller ID, request a copy of your bill, order local telephone directories, disconnect your service, or check your account balance.

To perform many of the functions listed above, you will need your four-digit Personal Access Code (PAC) located in the Helpful Numbers section of your bill or the last four digits of the social security number associated with your account.

We even provide help on how to use telephone features. To use RightTouch® service, call 557-7777.

Visit us on the Internet: www.bellsouth.com
AT E049561

(continued) ▶



MICHAEL VANWIES
Account Number: 423 756-8576 502 1866
Bill Period Date: Apr 11, 2001

Messages (continued)

BellSouth should be notified within 60 days after receipt of your BellSouth bill about any billing discrepancy.

We won't keep you in suspense any longer. Sign up for the BellSouth® Complete Choice® plan from March 15, 2001 through May 15, 2001 and you'll get the features you want, the savings you need and some really cool gifts. Ask your BellSouth representative for details or visit us online at www.bellsouth.com/choice. If you already have the BellSouth Complete Choice plan, tell a friend or neighbor about this great offer!

Need a copy of your phone bill? Visit www.bellsouth.com/mybill to view and print up to the last 3 months of your phone bill. It is convenient, free and available 24 hours a day.

Visit us on the Internet: www.bellsouth.com
AT E049561

(continued on back) ▶

MICHAEL VANWIES

Account Number: 423 756-8576 502 1866

Bill Period Date: Apr 11, 2001

Messages (continued)

Important Information
Regarding the Tennessee Telecommunications Relay Service

Now you can dial 7-1-1 to reach the Tennessee Relay Service 24 hours a day, seven days a week.

As of March 30, 2001, Tennessee callers who wish to reach people who are deaf, hard of hearing or speech disabled may dial 7-1-1 for assistance from the Tennessee Relay Center. Hearing callers may still dial 1-800-848-0299 and text telephone users may still dial 1-800-848-0298. There is no charge for dialing 7-1-1, and all options available to Tennessee Relay Center users through existing 800 numbers will be available to 7-1-1 users.

Here is how the Tennessee Relay Service works: a person who is deaf, hard of hearing or speech disabled types his/her conversation using a text telephone (TDD/TTY). A Tennessee Relay Service Communications Assistant (CA) relays the message by reading it to the hearing person at the other end. The CA then relays the hearing person's spoken words by typing them back to the TDD/TTY user. Each call is handled in strict confidence. No record of the conversation is kept.

The Center is available 24 hours a day, seven days a week and enables people to place relay calls between Tennessee and other locations anywhere in the United States and internationally to English-speaking persons.

Also, persons who have a speech disability can utilize a service called Speech-to-Speech (STS) Relay through the Tennessee Relay Center. Speech-to-Speech service enables a speech disabled person to use the Tennessee Relay Center with his/her own voice synthesizer, rather than using a TDD/TTY. To access Speech-to-Speech service, call 1-800-229-5746.

If you are having trouble dialing 7-1-1 to reach the TRS in your area, please call your local telephone company.

A NOTE TO ALL TENNESSEE RELAY USERS

Visit us on the Internet: www.bellsouth.com

AT E049561

(continued)▶

MICHAEL VANWIES

Account Number: 423 756-8576 502 1866

Bill Period Date: Apr 11, 2001

Messages (continued)

Please note that 7-1-1 is only to be used to reach the Tennessee TRS

For EMERGENCIES you should continue to use 9-1-1

Federal Universal Service Charge Increase

The Federal Communications Commission (FCC) recently announced an increase in the rate that determines how much BellSouth contributes to the federal universal service funds. These funds are designed to help keep telephone rates affordable and to expand telephone services to schools and rural areas. You will see a corresponding increase in the Federal Universal Service monthly charge that recovers this increased payment by BellSouth. The increase will be effective April 2001, and will be reflected on April or May 2001 bills.

Visit us on the Internet: www.bellsouth.com
AT E049561



CENTURYTEL		Internet Services					
Service Info		CUSTOMER PORTAL				Sunday, Jan 13, 2002	
Account Tools	Local	Living	Shopping	Yellow Pages	Web Search		
Support	News	Weather	Sports	Financial	Web E-mail	My Page	
Site Map							
DSL Broadband Center							
 Login							
My Settings							

Single User DSL

Single User Monthly Rate Plans

- Service Info**
- Dial-up Access**
 - [Overview](#)
 - [Availability](#)
 - [Global Roaming](#)
 - [Acceptable Use](#)
 - [Request Service](#)
- DSL Access**
 - [Overview](#)
 - [Availability](#)
 - [Single User DSL](#)
 - [Multi User DSL](#)
 - [Express Roaming](#)
 - [Request Service](#)

High Speed Access
\$49.99 per month
 Installation Charges \$35.00

Equipment List

ADSL Modem Kit \$120.00 + tax
 USB Modem Kit* \$120.00 + tax

*Must meet system requirements

OR

ADSL Router Kit \$280.00 + tax

Payment plans available on request

- Dedicated Access**
 - [Overview](#)
 - [ISDN](#)
 - [56K,T1,DS3](#)
 - [Cisco Partner](#)

Features Included With Single User DSL

- Easy Modem Installation
- Reliability
- Continuous and Dedicated Internet Connection
- Unlimited Usage
- Speeds up to 512 Kbps
- 1 Dynamic IP Address
- 1 e-mail box (additional e-mail boxes available)
- Additional static IP Addresses for \$20.00/month per address

- Web Solutions**
 - [Web Hosting](#)
 - [Web Design](#)
 - [E-commerce](#)
 - [E-marketing](#)
 - [Applications](#)
 - [Request Service](#)

Service News

Service Information



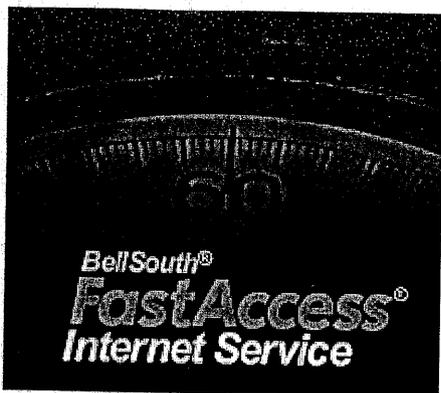
- Service not available in all areas. [Check for availability.](#)
- Some restrictions may apply
- Prices subject to change
- Prices may vary

How to Order DSL

There are two easy ways to sign-up for CenturyTel DSL Internet service:

- [Request service online!](#)
- Order by phone at 1-877-SURF-CTL !

© Copyright 2002 CenturyTel Web Solutions LLC -- All rights reserved. [Privacy Policy](#)



> Pricing

FREE
Month*



FREE
Norton™
Personal Firewall***

Special Monthly Rate	\$45.00
----------------------	----------------

- FastAccess® Home
- What is DSL?
- Features & Benefits
- **Order Now**
- ▢ Connection Manager
- ▢ FAQ
- ▢ My FastAccess Account
- ▢ Customer Care

Monthly rate for BellSouth SolutionsSM Plan customers is \$45.00. Customer must have BellSouth® Complete Choice® Plan or BellSouth® Area Plus® Service billed to the same line as FastAccess Service to qualify for BellSouth Solutions Plan. For more information on the Complete Choice plan or Area Plus service, click [here](#).

Standard Monthly Rate	\$49.95
-----------------------	----------------

FastAccess Service is still a great deal at just **\$49.95** per month for unlimited access.

Sign up online today and receive a free electronic copy of Norton Personal Firewall software from Symantec™ to help keep your personal information private.

Equipment & Installation Charges		
	List Price	Promotional Price
Professional Installation	\$199.95	\$199.95
Self-installation (Not available in all cases)	\$0	\$0
Service Activation Fee	\$99.95	\$50.00
Modem**		
Basic Modem (PCI or USB)	\$150	\$75
Ethernet Modem	\$200	\$125

Prices include one free DSL basic newsgroup account.

*The third full month is free; the first two full months and partial month (if any) will be billed at the normal monthly rate.

**Customers who cancel service or fail to activate within 60 days must return modem or additional modem charges of \$75 will apply.

***Available for online purchases only. After successful installation, customer will receive an email at their bellsouth.net email address with instructions on how to download the software.

Click [here](#) to view BellSouth Terms and Conditions

[BellSouth.com](#) | [BellSouth Internet Services](#)

>>> connect >> and create something  BELLSOUTH

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[Terms and Conditions](#)



> Features & Benefits

BellSouth FastAccess Internet Service *downloads* at blazing speeds -- up to 50 times faster than 28.8K *modems*. What once took several mind-numbing minutes or hours to download now takes seconds with FastAccess Internet Service.



[Show me the Speed](#)

Now you can download graphics-rich files, large documents, email attachments and get on with your life. So, what are you waiting . . . and waiting . . . and waiting for?

- [FastAccess® Home](#)
- [What is DSL?](#)
- [FastAccess Service](#)
- [Pricing](#)
- [Order Now](#)
- [Connection Manager](#)
- [FAQ](#)
- [My FastAccess Account](#)
- [Customer Care](#)

Average amount of information downloaded in 1 minute?

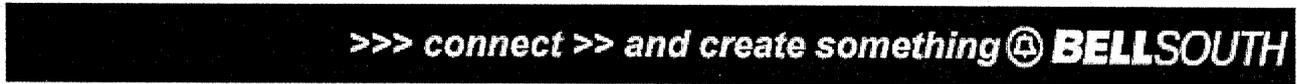
56 K Modem (410 KB)



FastAccess (11.25 MB)



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